

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

SOUTH CENTRAL BELL TELEPHONE COMPANY'S)
REQUEST FOR DEVIATION FROM REGULATION)
KAR 5:061, SECTION 11(1) AND (2) AND) CASE NO. 9568
SECTION 28(4) PURSUANT TO KAR 807)
5:061, SECTION 31)

O R D E R

In the above mentioned case, South Central Bell Telephone Company ("SCB") has requested a deviation from 807 KAR 5:061, Sections 28(4) and 11(1) and (2).

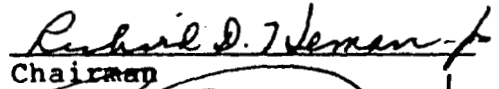
The Commission finds that the SCB PSC Service Objectives Reports for the periods January-December 1985 (pages 1 and 2) (Appendix A) and January-May 1986 (pages 1 and 2) (Appendix B) should be entered into the record in this case. In support of its finding the Commission states that the information contained in the above said documents is highly relevant in review of this case as it contains SCB's prior performance with regard to the above mentioned regulations.

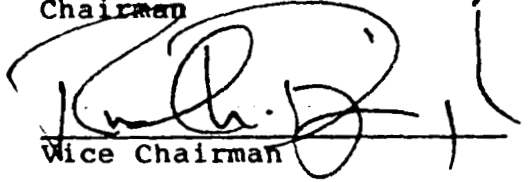
IT IS THEREFORE ORDERED that:


1. Appendix A and B to this Order be entered into the case file of Case No. 9568.

Done at Frankfort, Kentucky, this 7th day of July, 1986.

PUBLIC SERVICE COMMISSION


Chairman


Vice Chairman


Commissioner

ATTEST:

Secretary

SOUTH CENTRAL BELL TELEPHONE COMPANY
PSC Service Objectives Report

	<u>Section of Regulation</u>	<u>Jan.</u>	<u>Feb.</u>	<u>Mar.</u>	<u>Apr.</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug.</u>	<u>Sept.</u>	<u>Oct.</u>	<u>Nov.</u>	<u>Dec.</u>	<u>Objective</u>
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Kentucky	60	90	59	89	67	93	59	91	53	89	54	89	55	88	54	87	55	87	54	78	53	86	56	87
Louisville	59	89	58	90	64	94	58	91	52	89	51	88	53	86	54	87	55	87	55	89	53	86	57	88
Frankfort	51	87	46	84	60	94	51	90	41	88	46	88	53	92	42	88	46	87	41	87	43	83	52	85
Winchester	62	94	63	89	67	92	64	93	61	94	58	91	66	94	56	89	56	89	57	91	52	84	52	91
Owensboro	60	90	64	88	68	93	63	93	59	87	62	89	60	85	58	84	56	84	55	88	59	88	56	84
Paducah	67	91	66	92	70	93	56	90	60	89	56	90	58	90	58	89	61	91	61	80	55	90	58	89

Kentucky	97	97	98	97	97	96	96	97	97	97
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Percent of Telephone Calls Receiving Dial Tone within Three (3) Seconds (including Busy Season-Busy Hour).

Kentucky	100	100	100	100	100	100	100	100
East Louisville	99	100	100	100	100	100	100	100
West Louisville	100	100	100	100	100	100	100	100
West Kentucky	100	100	100	100	100	100	100	100

APPENDIX A

PSC Service Objectives Report

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<u>Section of Regulation</u>	<u>Jan.</u>	<u>Feb.</u>	<u>Mar.</u>	<u>Apr.</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>Aug.</u>	<u>Sept.</u>	<u>Oct.</u>	<u>Nov.</u>	<u>Dec.</u>	<u>Objective</u>
16(2)	Percent of Telephone Calls Completed without Encountering an Equipment or All Trunks Busy Condition within the Local Dialing Area (Including Busy Season-Busy Hour). 95												95
Kentucky	100	100	100	100	100	100	100	100	100	100	100	100	
East Louisville	100	100	100	100	100	100	100	100	100	100	100	100	
West	100	100	100	100	100	100	100	100	100	100	100	100	
19	Percent of Telephone Calls Offered to Toll Connecting or Interexchange Trunks without Encountering an All Trunks Busy Condition. 97												97
Kentucky	100	99	99	99	99	99	100	99	99	99			
25(2)	Percent of Calls to Repair Service Answered within Twenty (20) Seconds 90												90
Kentucky	100	100	100	100	100	100	100	100	100	100	100	100	
28(4)	Percent of Out-of-Service Troubles, Not Requiring Unusual Repair Such as Cable Failures, Cleared within Twenty-four (24) Hours of Reporting Unless Customer Specifically Requests a Later Time. 95												95
Kentucky	86	87	88	82	85	76	75	74	74	77	73	84	
Louisville	84	85	86	78	82	66	66	68	70	75	73	83	
Frankfort	87	86	86	84	83	71	71	70	71	76	66	86	
Winchester	90	86	91	90	91	89	83	83	76	79	76	83	
Owensboro	83	85	86	79	83	80	79	71	70	73	72	83	
Paducah	87	92	91	88	87	86	83	83	82	83	77	88	

APPENDIX B

SOUTH CENTRAL BELL TELEPHONE COMPANY 1986 PSC Service Objectives Report Pursuant to 807 KAR 5:061 R, Section 3 (30)

Section of Regulation	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Objective
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11 (1 & 2)	Percent of Requests for Regular Service and Regrades Fulfilled within 0-2 Days and 3-7 Days of Receipt Unless Applicant Specifically Requests a Later Date.												90
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Kentucky	58	88	52	88	57	89	56	87	56	86			
Louisville	62	90	52	88	57	90	57	88	55	86			
Frankfort	51	86	43	83	53	88	52	85	50	85			
Winchester	50	85	50	89	56	88	49	83	55	86			
Owensboro	60	85	56	89	58	89	57	86	61	89			
Paducah	61	92	57	91	62	91	58	91	59	86			

11(6)	Percent of All Commitments Made for Provision of Service Which Are Met, Except for Customer Caused Delays and Acts of God.												94
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Kentucky	98	98	98	98	98	98							
Louisville	98	97	97	97	97	98							
Frankfort	95	96	97	96	97	97							
Winchester	100	100	99	99	99	99							
Owensboro	96	96	97	97	97	97							
Paducah	100	99	99	99	99	99							

16(1)	Percent of Telephone Calls Receiving Dial Tone within Three (3) Seconds (Including Busy Season-Busy Hour).												95
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Kentucky	100	100	100	100	100	100							
East	100	100	100	100	100	100							
Louisville	100	100	100	100	100	100							
West	100	100	100	100	100	100							

APPENDIX B

PSC Service Objectives Report

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Location of Junction	Jan.	Feb.	Mar.	Apr.	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Objective
(2)	Percent of Telephone Calls Completed Without Encountering an Equipment or All Trunks Busy Condition within the Local Dialing Area (Including Busy Season-Busy Hour).												95
Kentucky	100	100	100	100	100	100	100	100	100	100	100	100	
East Louisville	100	99	100	99	100	100	100	100	100	100	100	100	
West Louisville	100	100	100	100	100	100	100	100	100	100	100	100	
9	Percent of Telephone Calls Offered to Toll Connecting or Interexchange Trunks without Encountering an All Trunks Busy Condition.												97
Kentucky	100	99	99										
15(2)	Percent of Calls to Repair Service Answered within Twenty (20) Seconds.												90
Kentucky	100	100	100	100	100	100	100	100	100	100	100	100	
28(4)	Percent of Out-of-Service Troubles, Not Requiring Unusual Repair Such as Cable Failures, Cleared within Twenty-four (24) Hours of Reporting Unless Customer Specifically Requests a Later Time.												95
Kentucky	79	81	92	93	95								
Louisville	76	80	90	91	95								
Frankfort	74	73	93	94	94								
Winchester	80	82	94	95	97								
Owensboro	82	80	94	93	96								
Paducah	80	87	93	93	94								